

## Networking Specialist

**Role Summary:** This is highly technical and analytical work in serving as a specialist for networking, enterprise network planning, high-level troubleshooting, security, network system administration and/or networking products and services. Work includes the enterprise design, review of internal and external infrastructure requirements, technology evaluation, testing and developing guidelines for implementation. Specialists may consult with clients and/or vendors of future network systems requirements, their costs, design additions, solutions to complex network operating problems, and the design of network security systems. Employees develop request for proposals (RFP's) and contracts for services and serve as the expert in that product area. Employees serve as experts on the network and network services including serving as a resource to senior analysts in network problem solving and design. This includes determining needs and researching new technology additions and improvements to the network. Additional roles may include technical specialist in network management systems or telecommunications networks (data, voice, video and voice over IP), network architecture, network systems administration, network services and converged network services. May serve as team leader within the work unit.

Competency	Definition
Communication	Clearly conveying verbal, non verbal (sign language, body language, gestures), or written information and ideas to individuals or groups to ensure that they understand the message. Listens and responds appropriately to messages from others.
Consulting	Providing guidance, advice and counsel to others in a particular area of expertise.
Customer Service	Developing and maintaining strong relationships with customers by listening and understanding the customer and responding to identified needs.
Organizational Awareness	Understanding the organization's mission, the function of the specific work unit and how they work with other work units to serve the customer.
Planning/Organizing	Establishing courses of action for self and others to ensure that work is completed efficiently.
Technical Support	Understanding internal/external customer technologies, identifying problems and utilizing successful problem-solving techniques. Listening to customer description of symptoms and problems, analyzing problems, and responding effectively with a resolution that may include unique problem-resolution techniques or a new design.
Project Management	Providing oversight for a formal project that establishes a set of tasks and activities associated with an intended outcome and timeline.
Teamwork	Actively participating as a member of a team to move toward the completion of goals.
Technical Solution Development	Demonstrating knowledge and skill in current developments and trends in a chosen field and uses innovative solutions and/or designs as needed to achieve results; demonstrating methodical and logical approaches.

Competency	CONTRIBUTING	JOURNEY	ADVANCED
Communication	<p>Conveys ideas in a clear manner using terminology that is easily understood by the customer.</p> <p>Communicates in methods appropriate to the situation or audience.  <i>Example:</i></p> <ul style="list-style-type: none"> <li><i>Interfaces with outside agencies, contractors, vendors, and customers on a variety of issues including security.</i></li> </ul> <p>Uses correct grammar, punctuation, and spelling to communicate basic information (verbal and written).</p>	<p>Interprets information and seeks clarification.</p> <p>Seeks input and ensures mutual understanding.</p> <p>Presents information to the client in a manner that ensures communication is clear.  <i>Example:</i></p> <ul style="list-style-type: none"> <li><i>Conveys/gathers information from outside agencies, contractors, vendors, and customers that is relative to project management and/or significant security issues.</i></li> </ul> <p>Explains programs, policies and procedures using terminology that is easily understood by the customer.  <i>Example:</i></p> <ul style="list-style-type: none"> <li><i>Ensures shared information is current and timely.</i></li> </ul> <p>Uses a style (formal, informal) that is appropriate for the listener, group, or reader. Adapts delivery based on the situation and audience.</p>	<p>Structures message in keeping with listener's experience, background and expectations; uses terms, examples, and analogies that are meaningful to the listener.</p> <p>Understands the underlying dynamics of situations and adapts communication style.</p> <p>Translates advanced technical issues into layman's terms for non-technical users.  <i>Example:</i></p> <ul style="list-style-type: none"> <li><i>Provides explanations and interpretation of information so that the customer understands the technical language.</i></li> </ul> <p>Uses persuasion and negotiation to build cooperation and consensus towards decisions.  <i>Example:</i></p> <ul style="list-style-type: none"> <li><i>Negotiates outcomes with customers that provide an acceptable outcome to all parties.</i></li> </ul>

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Consulting	<p>Offers creative and customized solutions to resolve problems or issues.  <i>Example:</i></p> <ul style="list-style-type: none"> <li>• <i>Develops solutions that meet client needs.</i></li> </ul> <p>Determines client needs and effectively communicates back to technical experts.</p> <ul style="list-style-type: none"> <li>• <i>Seeks input from client regarding needs.</i></li> <li>• <i>Recommends products, services, solutions to meet client needs.</i></li> </ul> <p>Acts as technical resource to others within work specialty.</p>	<p>Works collaboratively with senior-level decision-makers as customers to identify issues and alternative solutions.  <i>Examples:</i></p> <ul style="list-style-type: none"> <li>• <i>Interviews client to obtain full scope of issues.</i></li> <li>• <i>Identifies issues related to network infrastructure, services, problems, or design.</i></li> <li>• <i>Designs network.</i></li> <li>• <i>Provides network support.</i></li> <li>• <i>Consults with client regarding application design process.</i></li> </ul> <p>Conducts research, identifies relevant tools, seeks expertise of others to resolve problem.  <i>Examples:</i></p> <ul style="list-style-type: none"> <li>• <i>Validates software requirements and recommendations.</i></li> </ul> <p>Collaborates and consults with clients, analysts, high-level technicians, peers, and others to evaluate project, service, or resolve problems.</p> <p>Creates long-range strategic alternatives for customers.</p>	<p>Regularly provides expertise and counsel to internal/external customers (committees, boards, executive management).</p> <p>Analyzes and incorporates market and industry trends and best practices in areas of technology. Advises decision-makers regarding impact of such on long-range strategic goals.  <i>Examples:</i></p> <ul style="list-style-type: none"> <li>• <i>Confers with client to obtain full scope of issues.</i></li> <li>• <i>Identifies related issues and concerns.</i></li> <li>• <i>Develops solution and/or alternatives. Fully explains the differences and guides customers through choices.</i></li> <li>• <i>Provides support.</i></li> <li>• <i>Ensures outcomes are acceptable.</i></li> </ul> <p>Understands relationships and dynamics of information technology on the organization and its service delivery.</p>

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Customer Service	<p>Demonstrates ownership of customer issues.</p> <p>Accessible to the customer and provides prompt, attentive service.</p> <p>Understands customer needs and independently seeks solutions.</p>	<p>Develops relationships/partnerships with customer by responding to needs and exhibits a sense of urgency.</p> <p><i>Example:</i></p> <ul style="list-style-type: none"> <li><i>Provides (or provide for) user training.</i></li> </ul> <p>Independently identifies options, develops solutions and takes action when responding to customer needs.</p> <p><i>Example:</i></p> <ul style="list-style-type: none"> <li><i>Supports end user in desktop and/or printing needs.</i></li> </ul> <p>Assesses or checks with customer to ensure solution meets need.</p>	<p>Proactively seeks to provide customer satisfaction.</p> <p>Looks for ways for self and others to optimize service delivery and meet customer needs.</p> <p>Develops creative solutions to respond to service needs.</p> <p>Identify ways to streamline processes and link resources for efficient and effective customer service.</p>
Organizational Awareness	<p>Understands how primary duties/purpose of the position contributes to accomplishing the goals of the work unit.</p> <p>Understands the basic mission of the organization and work unit.</p> <p>Recognizes how work units work together.</p>	<p>Understands the primary duties/purpose of the work unit and how the unit contributes to accomplishing the goals of the organization.</p> <p>Understands how individual decisions impact the achievement of the organization's goals.</p> <p>Understands the formal as well as informal relationships within the organization.</p>	<p>Considers the impact of work products, outcomes, organizational changes on other parts of the organization.</p> <p>Communicates goals, mission and priorities of the organization when interacting with others.</p> <p>Identifies changing organizational needs and adapts service delivery accordingly.</p> <p>Describes the services provided by the work unit.</p> <p>Identifies the functions and relationships of work units to each other.</p>

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Planning & Organizing	<p>Organizes and follows complex and/or detailed technical procedures.</p> <p>Sets own work schedule and monitors progress against defined parameters.</p> <p>Understands objectives and priorities related to activities and tasks.</p> <p>Recognizes and obtains required equipment and/or materials that are needed to do the job.</p>	<p>Assesses project/assignment requirements. <i>Example:</i></p> <ul style="list-style-type: none"> <li><i>Reviews needs for upcoming building renovations and plan for voice, data, cameras, etc.</i></li> </ul> <p>Manages projects and own work consisting of complex and/or detailed technical tasks within established timeframes.</p> <p>Sets objectives and prioritizes activities and tasks; adjusts priorities when appropriate. <i>Examples:</i></p> <ul style="list-style-type: none"> <li><i>Reviews, updates, tests business continuity plans.</i></li> <li><i>Plans and manages workload for multiple locations.</i></li> </ul> <p>Devises alternative solutions when obstacles or problems arise.</p> <p>Identifies and secures equipment, materials, and/or training needed to perform tasks. <i>Example:</i></p> <ul style="list-style-type: none"> <li><i>Ensures timely delivery of needed supplies and services for network system (phone, data network, CATV).</i></li> <li><i>Maintains inventory of tools, parts, materials.</i></li> <li><i>License management (including updates)</i></li> </ul>	<p>Leads work unit in short- and long-term planning to accomplish critical activities.</p> <p>Creates ad hoc work groups to analyze problems, seek solutions and communicate solutions effectively.</p> <p>Develops timelines for project or task completion.</p> <p>Plans for appropriate allocation of time (incumbent and others) for completing tasks and projects to avoid scheduling conflicts.</p> <p>Ensures that required equipment, material and/or training are available for self and others.</p>

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Technical Support	<p>Uses knowledge and resources to resolve network operating problems referred by analysts or clients.</p> <p>Researches new technologies in specialty or related areas to improvement performs or integrate and coordinate elements of technology support area.</p> <p>Implements standard diagnostics and problem resolution actions after determining problem.</p> <p>Seeks relevant information from client in order to describe problems for technical support, if necessary.</p>	<p>Identifies problems requiring in-depth analysis and research in specialty or related areas to improve performance.</p> <p>Serves as a resource for analysts using advanced knowledge of technology resources and specialty areas.</p> <p>Develops solutions that impact the agency infrastructure.</p> <p>Documents solutions for future reference.</p> <p>Integrates knowledge and skills from a range of technologies to address work assignments.</p> <p>Identifies recurring problems and assists in developing solution.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> <li>• <i>Deploys and troubleshoots website(s).</i></li> <li>• <i>Troubleshoots applications that are network related.</i></li> <li>• <i>Troubleshoots applications that are related to communications systems.</i></li> </ul>	<p>Develops advanced solutions that address the origin of problems thus eliminating recurrence; or integrates new technologies.</p> <p>Detects trends and cause-effect relationships.</p> <p>Demonstrates knowledge of other technology areas and integrates into the development of solutions.</p> <p>Makes suggestions for technical modifications to prevent future problems.</p> <p>Develops and implements information technology solutions to enhance organizational success.</p> <p>Guide other specialists in problem solving techniques and serve as the expert in advanced voice, video or data network specialty.</p>

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Project Management	<p>Manage projects of medium-to high complexity including developing project plans, identifying timelines, and ensuring project progression/completion.</p> <p>Ensures timely completion of assigned tasks by adhering to time schedules and deadlines.</p>	<p>Manages projects by establishing timelines and milestones, directing the work of others, identifying action needed, and making appropriate decisions.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> <li>• <i>Prepares for server installations by planning for necessary pre-installation tasks.</i></li> <li>• <i>Manages installation of cabling (fiber optic, copper, others)</i></li> <li>• <i>Plans/performs electronic work (such as card swipe access, body alarm access, and others).</i></li> </ul> <p>Solves problems that arise during project completion. Manages daily workload in conjunction with project objectives.</p> <p>Works with and manages those assigned to project team (supervisory relationship may or may not exist).</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> <li>• <i>Provides or secures training for staff.</i></li> <li>• <i>Develops, reads, utilizes, and maintains instructional materials that support systems.</i></li> </ul>	<p>Manages complex projects with far reaching impact and/or of significant complexity; manages multiple complex projects at one time. (Projects may involve change to infrastructure or use of new and emerging technologies).</p> <p>Collaborates with others to avoid or overcome problems and obstacles.</p> <p>Directs the work of others with some latitude on actions and decisions.</p> <p>Solicits and incorporates input and support from project sponsor.</p> <p>Leads implementation efforts to project completion.</p>

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		<p>Periodically reviews project resources and ensures resources are used appropriately.</p> <p>Negotiates new or revised project timelines and/or outcomes.</p> <p>Evaluates successful and unsuccessful outcomes and implications of each.</p>	
Teamwork	<p>Actively contributes to team: offers suggestions, opinions, and information.</p> <p>Considers ideas of other team members; supports team decisions.</p> <p>Accepts responsibility for actions.</p>	<p>Encourages input from team members.</p> <p>Understands the dynamics of teams: Values and uses individual differences and talents of team members.</p> <p>Identifies barriers and resources to achieve team goals.</p> <p>Constructively resolves conflicts between team members or with other teams.</p>	<p>Integrates teamwork philosophy into program development and strategic planning.</p> <p>Leads team efforts and assesses the skills and strengths of individuals on the team.</p> <p>Proactively models commitment of team decision-making processes.</p>
Technical Solution Development	<p>Demonstrates knowledge of complex technical networking systems.</p> <p>Exhibits knowledge of technology and resources used in resolving network operating problems (referred from analysts or clients). Performs a variety of recurring and</p>	<p>Demonstrates extensive knowledge in one or more technical specialty areas.</p> <p>Exhibits knowledge and understanding of technical issues to design architecture for stable technologies. Serves as a resource for others.</p>	<p>Demonstrates a comprehensive understanding of principles, theories, and use of technology.</p> <p><i>Example:</i></p> <ul style="list-style-type: none"> <li>• <i>Continuously updates of technical knowledge to stay ahead of changes, problems, trends, new/best practices.</i></li> </ul>



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	<p>related tasks or functions utilizing established processes.  <i>Examples:</i></p> <ul style="list-style-type: none"> <li>• <i>Monitors services, infrastructure.</i></li> <li>• <i>Configures firewalls.</i></li> <li>• <i>Reviews firewall logs.</i></li> <li>• <i>Installs card swipe security software.</i></li> <li>• <i>Moves/installs data lines.</i></li> <li>• <i>Performs routine maintenance of alarm systems.</i></li> <li>• <i>Installs, moves data lines as needed.</i></li> <li>• <i>Maintains “card swipe” system.</i></li> </ul> <p>Evaluates, designs/re-designs, and maintains complex technical systems.  <i>Example:</i></p> <ul style="list-style-type: none"> <li>• <i>Configure firewalls</i></li> </ul>	<p>Applies technical knowledge to standard and non-standard tasks.  <i>Examples:</i></p> <ul style="list-style-type: none"> <li>• <i>Reviews server logs (application and OS).</i></li> <li>• <i>Application deployment.</i></li> <li>• <i>Perform software installations, upgrades, and changes.</i></li> <li>• <i>Performs system status checks</i></li> <li>• <i>Configures, modifies, and monitors servers.</i></li> </ul> <p>Analyzes problems and determines a course of action to resolve issues.  <i>Examples:</i></p> <ul style="list-style-type: none"> <li>• <i>Reviews problems, tests solutions, and applies patches.</i></li> <li>• <i>Prepares change control documentation.</i></li> </ul> <p>Solves unusual problems requiring the application of non-standardized and changing data.  <i>Example:</i></p> <ul style="list-style-type: none"> <li>• <i>Continuously updates knowledge (review of documentation, internet searches, journals, etc.)</i></li> </ul>	<p>Applies and interprets technical knowledge to resolve unique or highly complex situations including network expansions and/or integration of new technologies.</p> <p>Serves as the technical expert within the agency for voice, video or data network specialty.</p> <p>Serves as resources for other specialists and may direct and coach others regarding application and interpretation of technical issues.</p>

### Minimum Training and Experience:

Graduation from a four-year college or university with a major in electronics, telecommunications, engineering, or a closely related field. Experience in the field of work related to the position’s role may be substituted on a year-for-year basis.